OPERATOR'S MANUAL

# Pace TDC787X

BRINGING TECHNOLOGY HOME
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This manual describes some on-screen displays such as menus. These may change in the future, if the set-top's software is updated over the cable. However, the way that you use the menus will remain similar to the way described in this manual.

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# SAFETY INFORMATION

This digital set-top has been manufactured and tested with your safety in mind. However, improper use can result in potential electric shock or fire hazards. To avoid defeating the safeguards that have been built into your set-top, please observe the precautions discussed in this document.

## Warnings on your set-top

The lightning flash with arrowhead symbol, within a triangle, is intended to alert you to the presence of uninsulated "dangerous" voltages within your set-top's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.

The exclamation point within a triangle is intended to alert you to the presence of important instructions in the literature accompanying your set-top.

## Other warnings

To reduce the risk of electric shock, do not remove the cover of your set-top. There are no user-serviceable parts inside it.

Do not perform any servicing unless you are qualified to do so. Refer all servicing to qualified service personnel. Servicing the set-top yourself will invalidate the warranty.

To reduce the risk of fire or electric shock, do not expose this set-top to rain or moisture.

On the rear panel of your set-top there is a tamper-evident label that states 'Warranty void if broken or removed'.

To avoid possible damage to the internal hard disk, do not pick up or move your set-top while it is connected to the wall AC outlet. If you want to move your set-top, first stop any recording, then turn off your set-top and wait 60 seconds before disconnecting it. You should handle your set-top carefully, as any damage you cause to the internal hard disk (or any other component) will invalidate your warranty.

## Installation

The installation of your set-top should be carried out by a qualified installer and should conform to local codes.

### Note to the installer

This reminder is provided to call the attention of the cable-TV-system installer to Section 820 of the National Electrical Code (USA), which provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building, as close to the point of cable entry as is practical.

Service address:
Pace Americas Inc.
3701 FAU Boulevard, Suite 200, Boca Raton, Florida 33431 U.S.A.

# IMPORTANT SAFETY INSTRUCTIONS

**Before you install or use the apparatus, you must read and understand these Important Safety Instructions.**
**At all times when using the apparatus you must follow these Important Safety Instructions to reduce the risk of fire, electrical shock and injury to persons.**

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into the outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.
12. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.

13. Unplug this apparatus during lightning storms or when unused for long periods of time.
14. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

# SAFETY INFORMATION (cont.)

In addition to the Important Safety Instructions, please read the Safety Information below.

### Power sources

The model number, serial number, and electrical rating of this set-top are on a label on its base.

You must operate your set-top only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company. If you move your set-top between locations at different temperatures, allow it to reach room temperature before you apply power to it.

### Overloading

Do not overload wall AC outlets, extension cords or other power outlets as this can result in a risk of fire or electric shock.

### Lightning

For added protection for your set-top during a lightning storm, or when it is left unattended and unused for long periods of time, disconnect the cable system from your set-top. See also item 13 in the Important Safety Instructions.

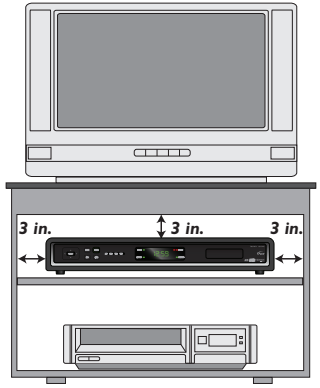
### Ambient temperature

The operating temperature range of your set-top is 32-104°F. If the ambient temperature around your set-top falls outside this range, you must correct this in order for your set-top to work correctly and safely. For example, if the temperature is too high, make sure there is sufficient ventilation (see below) and that your set-top is not directly on top of or underneath other equipment.

### Ventilation

Slots and openings in the casing of your set-top are provided for ventilation, to ensure reliable operation of your set-top and to protect it from overheating.

- Never block the ventilation openings by placing your set-top on a bed, sofa, rug, or other similar surface. Place it on a hard, flat surface.
- Never cover the ventilation openings with items such as newspapers, table-cloths, or curtains.
- You can place your set-top near other consumer electronics devices, such as stereo amplifiers or televisions, but you must not place it directly on top or underneath them.
- Do not place your set-top in a built-in installation such as a bookcase or rack unless proper ventilation is provided and you have adhered to the manufacturer's instructions.
- **Maintain a minimum distance of three inches around your set-top for sufficient ventilation.**




See also item 7 in the Important Safety Instructions.

# SAFETY INFORMATION (cont.)

**Water and moisture**

Do not expose your set-top to rain or moisture, dripping or splashing, and ensure that no objects filled with liquids, such as vases, are placed on your set-top. See also item 5 in the Important Safety Instructions.

**Entry of objects and liquids**

Never push objects of any kind into your set-top through openings as they may touch dangerous voltage points or short-out parts that could result in fire or electric shock. Never spill liquid of any kind on your set-top.

**Transporting**

Move the combination of set-top and cart with care. Quick stops, excessive force and uneven surfaces may cause the combination of set-top and cart to overturn. See also item 12 in the Important Safety Instructions.

**Placement and mounting**

Do not place your set-top on an unstable or uneven surface. Your set-top may fall, causing serious injury to a child or adult and serious damage to your set-top. If you mount your set-top, for example to a wall or ceiling, follow the manufacturer's instructions and use a mounting accessory recommended by the manufacturer. See also item 12 in the Important Safety Instructions.

**Risk of fire or scorching**

Never place naked flame sources, such as lighted candles, on or adjacent to your set-top.

**Replacement parts**

When replacement parts are required, be sure that the service technician has used replacement parts specified by the manufacturer or that have the same characteristics as the original part. Unauthorized substitutions may result in fire, electric shock or other hazards. See also item 14 in the Important Safety Instructions.

**Safety check**

Upon completion of any servicing or repairs to your set-top, ask the service technician to perform safety checks to determine that your set-top is in its proper operating condition. See also item 14 in the Important Safety Instructions.

***SAVE THIS INFORMATION FOR FUTURE REFERENCE***

# SAFETY INFORMATION (cont.)

## Safety aspects of connections

Full details of the rear panel are on page 8.

### Connecting

Do not connect your set-top (or any other equipment such as a TV or VCR) to the power supply until you have properly connected all the other cables.

Your set-top operates with a 120 V AC, 60 Hz power supply.
Do not connect your set-top to any supply other than this.

This set-top is equipped with a two-wire power cord, with a polarized plug at one end. The other end of the cord is fitted with a polarized connector, which is shaped such that it can be fitted only one way into the power input connector of your set-top. Connect this end first, before inserting the polarized plug into the wall AC outlet.

### Disconnecting

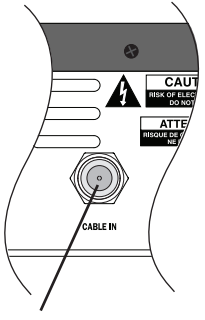
Disconnect your set-top from the power supply before you disconnect any other equipment from its rear panel.

The only way to disconnect your set-top from the power supply is to remove the power cord from the wall AC outlet. Therefore, you must install your set-top near to the wall AC outlet, which should be easily accessible.

If you are in any doubt about the power cord, its plug, or its connection, consult a qualified electrician.

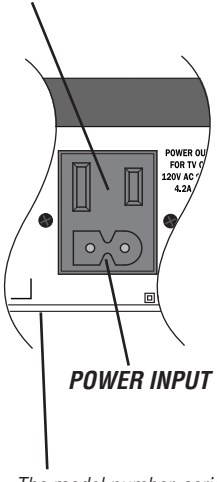
*The **POWER OUTLET** plug is designed only for connection to the AC power cord for a **TV**. The maximum power it can supply is 500 watts.*

*Do not connect any equipment that uses more than 500 watts, or any non-TV equipment such as a toaster or hair dryer.*




*The **CABLE IN** connector is designed for connection to a cable network only.*

*You must not connect any other equipment, such as a VCR, to this input.*




***POWER INPUT***

*The model number, serial number and electrical rating of this set-top are on a label on its base.*

# SAFETY INFORMATION (cont.)

## Regulatory information

**CAUTION: Do not attempt to modify your set-top without written authorization from the manufacturer. Unauthorized modification could void your authority to operate your set-top.**

**NOTE**

Your set-top has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. Your set-top generates, uses and can radiate radio-frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If your set-top does cause harmful interference to radio or television reception, which can be determined by turning your set-top off and on, you are encouraged to try to correct the interference by one or more of the following measures.

- Reorient or relocate the receiving antenna.
- Increase the separation between your set-top and the receiver.
- Connect your set-top to an outlet on a circuit different from that to which the receiver is connected.
- Consult your dealer or an experienced radio/TV technician for help.

# REAR PANEL

***1394***
*For connection to 1394-compatible devices*

***AUDIO OUT***
*Audio outputs (stereo, L and R)*

***DIGITAL AUDIO OUT***
*Electrical S/PDIF audio output*

***IR RECEIVE***
*Infra-red input from a remote "eye"*

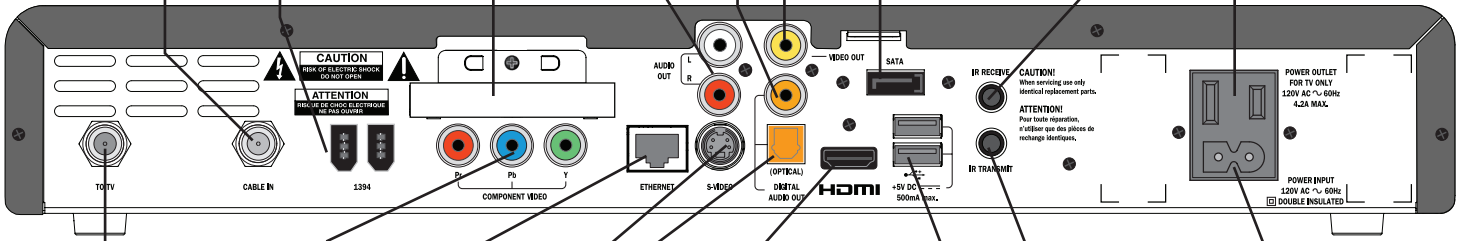
***VIDEO OUT***
*Composite video output*

***CABLE IN***
*From cable service-provider*

***Separable security module***
*(behind cover)*
*Removal will interrupt your service*

***SATA***
*For connection to an optional external hard disk*

***POWER OUTLET***
*For TV only (500 W max.)*




***TO TV***
*RF output to the TV or VCR*

***ETHERNET***
*For future use*

***HDMI™***
*Video and audio output for **digital** HDTV*

***IR TRANSMIT***
*Infra-red output to control a VCR (for future use)*

***POWER INPUT (Make this connection last of all)***

***COMPONENT VIDEO***
*Component video output for **analog** HDTV*

***S-VIDEO***
*S-video output*

***DIGITAL AUDIO OUT (OPTICAL)***
*Optical S/PDIF audio output*

***USB (Universal Serial Bus) port***
*For future use*

# REAR PANEL (cont.)

| | |
|---|---|
| CABLE IN | Connect the cable service here. |
| TO TV | Connect to the RF/antenna input on your TV or VCR (optional). |
| AUDIO OUT | Connect to the L and R audio inputs on your stereo TV, stereo VCR, or optional stereo amplifier. |
| DIGITAL AUDIO OUT | Connect to the **electrical** digital audio input on optional digital audio equipment, such as an audio decoder or home theater receiver. |
| DIGITAL AUDIO OUT (OPTICAL) | Connect to the **optical** digital audio input on optional digital audio equipment. |
| VIDEO OUT | Connect to the composite video input on your VCR (or a standard TV). |
| S-VIDEO | Connect to the S-video input (if present) on your VCR or TV. |
| COMPONENT VIDEO | If your HDTV does not have an HDMI connector, connect your HDTV here. |
| HDMI (High Definition Multimedia Interface) | If your HDTV has an HDMI connector, connect it here for a **digital** audio/video connection (instead of using the AUDIO and three **analog** COMPONENT VIDEO connectors). |
| IR RECEIVE | Connect to an optional remote “eye”. |
| IR TRANSMIT | Connect to an optional VCR controller (future use). |
| SATA | Connect to an optional external hard disk (if enabled by your cable service-provider). |
| 1394 | Connect to 1394-compatible devices. |
| USB (Universal Serial Bus) port | Connect to compatible optional equipment that supports a USB 2.0 interface (future use). |
| ETHERNET | For future use. |
| Separable security module (behind cover) | Removal will interrupt your service. |
| POWER OUTLET (for TV only) | Connect your TV’s power cord here to provide AC power to your TV. |
| POWER INPUT | Connect your set-top’s power cord here. **Make this connection last of all**. |

# CONNECTING THE EQUIPMENT

In order for you to view programs broadcast in high-definition, your set-top must be connected to a suitable HDTV or computer monitor. Your set-top is also compatible with standard-definition TVs and VCRs.

Your equipment should have been connected up by your installer. However, if you need to disconnect and reconnect your equipment, read pages 10 through 14.

On pages 12 and 13, there are two typical connection setups for an HDTV, VCR, DVD player, and home theater receiver.

These setups make efficient use of the connectors on your set-top. However, depending on your other equipment and the connectors on it, the person who installed your system may have chosen to connect things differently.

Both setups allow stereo recording and play-back of video tapes. You hear stereo sound from the home theater's loudspeakers.

Although the RF cables (shown by dashed lines in the diagrams) are not absolutely necessary, we recommend that you connect them as a back-up and to use the RF Bypass feature. If you use the RF cables, you must tune your TV (and VCR) to your set-top's VHF output channel (3 or 4: consult your cable service-provider to find which channel it is for your location).
Consult the manuals supplied with your TV and VCR for information on how to tune.

You can take advantage of the digital audio output from your set-top by connecting a suitable cable between your home theater receiver and the DIGITAL AUDIO OUT (OPTICAL) connector (as shown in the diagrams) or the DIGITAL AUDIO OUT connector.

**WARNINGS**

Do not connect your set-top (or any other equipment such as a TV or VCR) to the AC power supply until you have properly connected all the other cables.

Disconnect your set-top from the AC power supply before you disconnect any other equipment from its rear panel.

The only way to disconnect your set-top from the AC power supply is to remove the AC power cord (or switch the wall AC outlet switch, if present, to its OFF position). Your set-top must therefore be installed near the wall AC outlet, which should be easily accessible.

The power outlet is designed only for connection to the AC power cord for a TV. The maximum power it can supply is 500 watts. Do not connect any equipment that uses more than 500 watts, or any non-TV equipment such as a toaster or hair dryer.

The cable input is designed for connection to a cable network only. You must not connect any other equipment, such as a VCR, to this input.

Any cable connected to DIGITAL AUDIO OUT must be 75 ohm coaxial cable, not regular audio cable.

# CONNECTING THE EQUIPMENT (cont.)

## Setup A - Home theater system with HDTV (HDMI connection)

Setup A (see page 12) uses an HDMI connector to connect to the HDTV. This displays the highest quality picture on the HDTV and also means there will be no picture degradation on any copy-protected programs (provided the link remains secure – see right).

### Variation

S-video provides a better TV picture than composite video, therefore, if your TV and VCR have S-video connectors, replace the composite video connection with a S-video connection to your VCR, then connect directly via a S-video connection from your VCR to your TV (or loop through your home theater receiver if you prefer).

## Setup B - Home theater system with HDTV (Component video / YPbPr connection)

Setup B (see page 13) uses a component video connection to connect to the HDTV. This displays a high definition picture on your TV.

**NOTE**

How you set up your equipment may depend on your home theater receiver. For example, the optical audio input may be associated with a particular video input. Consult your home theater user guide for further details.

**NOTE**

**Copy protection via an HDMI secure link**

The HDMI link between your set-top and your HDTV should be a secure link. When your set-top is attached via an HDMI cable to an HDCP-compliant (High-bandwidth Digital Content Protection) HDTV, the HDTV and set-top negotiate a secure link, which allows your set-top to transmit full resolution video (picture) to your HDTV.

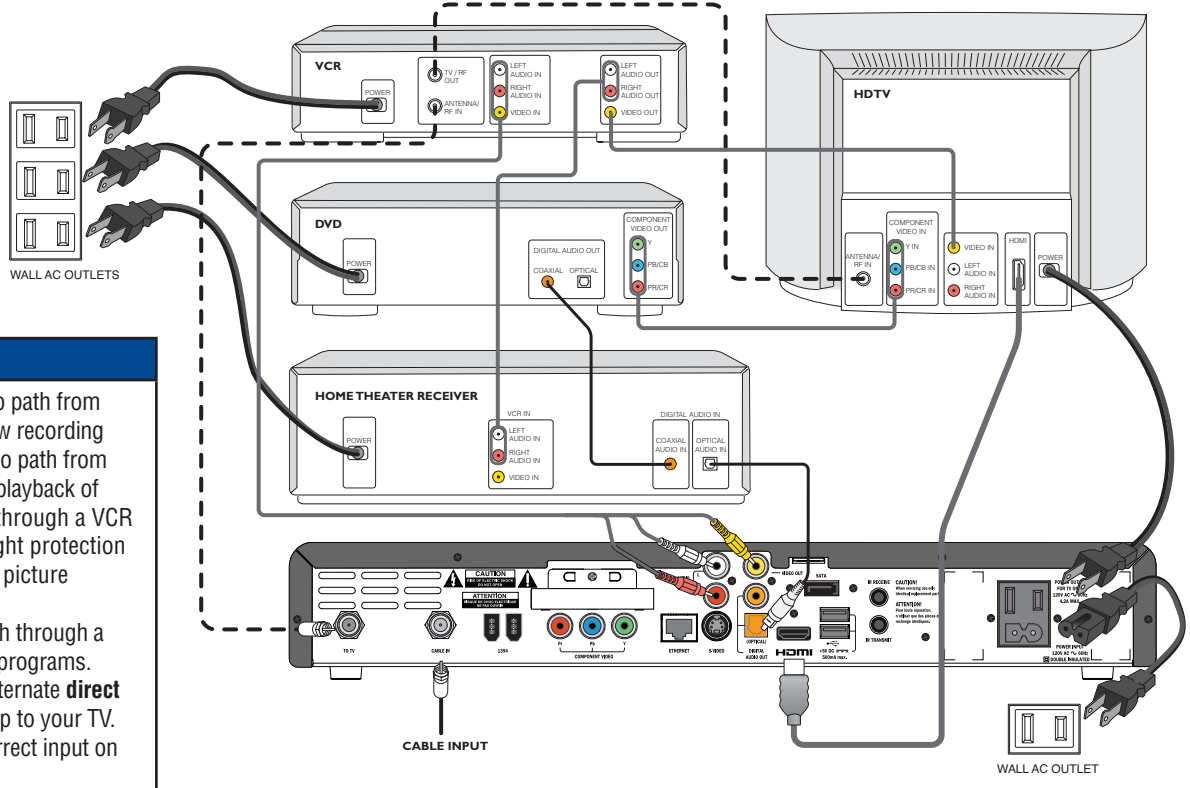
Not all HDTVs support HDCP. If your set-top is connected to an HDTV that does not support it, the following may be displayed:

*Your HDTV does not support HDCP. Please use the YPbPr component connection to watch TV.*

The HDMI output is then disabled, so no picture is transmitted from this connector. In that case, use the component video connectors to connect up (see Setup B).

# CONNECTING THE EQUIPMENT (cont.)

## Setup A: (HDMI)

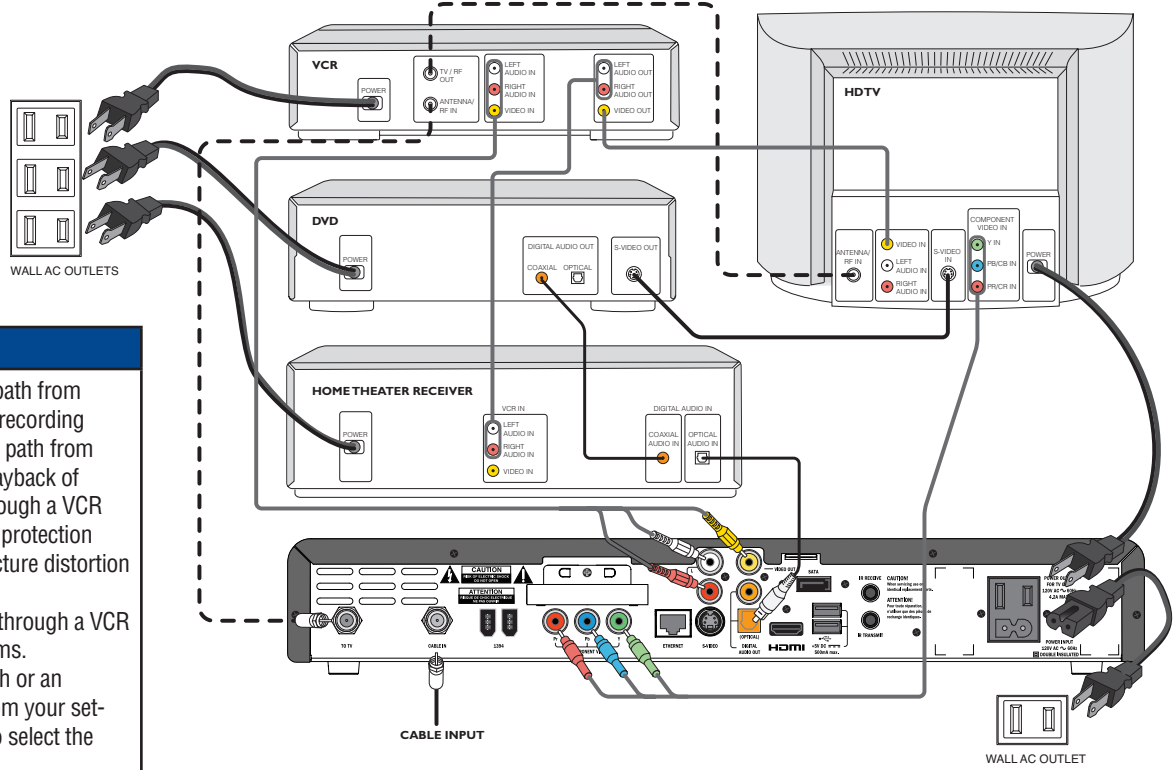



**NOTE**

This diagram shows a video path from the set-top to a VCR to allow recording by the VCR. It shows a video path from the VCR to the TV to allow playback of videos. Video signals fed through a VCR may be affected by copyright protection systems, which can cause picture distortion on your TV.
Do not, therefore, use a path through a VCR to watch your set-top programs.
Use the HDMI path or an alternate **direct** video path from your set-top to your TV.
Remember to select the correct input on your TV.

# CONNECTING THE EQUIPMENT (cont.)

## Setup B: (Component video)




**NOTE**

This diagram shows a video path from the set-top to a VCR to allow recording by the VCR. It shows a video path from the VCR to the TV to allow playback of videos. Video signals fed through a VCR may be affected by copyright protection systems, which can cause picture distortion on your TV.

Do not, therefore, use a path through a VCR to watch your set-top programs.

Use the component video path or an alternate **direct** video path from your set-top to your TV. Remember to select the correct input on your TV.

# CONNECTING THE EQUIPMENT (cont.)

| WARNINGS |
| --- |
| Do not connect your set-top (or any other equipment such as a TV or VCR) to the AC power supply until you have properly connected all the other cables. |
| Do not defeat the safety purpose of the polarized plugs on power cords. A polarized plug has two blades with one wider than the other. This plug fits into the AC outlet in only one way; match the wide blade of the plug to the wide slot of the AC outlet. |

## Connecting your TV to the AC power supply

If your TV has a rating of up to 500 W, connect the power cord from your TV into the POWER OUTLET connector on the rear panel of your set-top. This saves a wall AC outlet (although, if your TV has a rating of more than 500 W, you must connect it to a wall AC outlet).

## Connecting the power cord to your set-top

Before you connect your set-top to a wall AC outlet, connect the polarized socket on the set-top's power cord into the POWER INPUT connector on your set-top's rear panel.

## Connecting equipment to the wall AC outlets

Connect the polarized plugs on the power cords from your set-top, VCR, and any other equipment into wall AC outlets. If these outlets have switches, switch them ON.

# OPERATING YOUR SET-TOP

## Turning your set-top on and off

After you have connected your set-top to the wall AC outlet (and switched this outlet ON, if it has a switch), the light around the **POWER** button on your set-top's front panel should be red.

Wait for a few seconds, then press the **POWER** button on the front panel of your set-top to turn it on. The light around the **POWER** button goes green, to show that your set-top is on.

If the light around the **POWER** button is neither red nor green, there is a problem (see page 37).

To turn your set-top on or off at any time, press the **POWER** button on its front panel or the **POWER** button on your remote control (first making sure your remote control is set to control your set-top).

Never turn off your set-top by simply disconnecting it from the power supply. If you need to disconnect your set-top, first stop any recording. Then turn off your set-top by pressing the **POWER** button on its front panel or on your remote control, so that the light around the **POWER** button goes red. Then wait 60 seconds before disconnecting your set-top from the wall AC outlet.

**Power Saving: To save power and money, and to reduce greenhouse gas emissions, turn off your set-top, using the POWER button, when it is not in use.**

*To turn your set-top on, press the **POWER** button.*

*The light around the button changes from red to green.*

*Front panel display, showing the time (see page 36)*

**NOTES**

IMPORTANT: Unless there is a lightning storm or you will be away from your home for a long time, do not unplug your set-top from the wall AC outlet (or do not switch it off there, if the outlet has a switch). Your set-top cannot be updated with new features, through the cable, if it is disconnected from the AC power supply.

Depending on your set-top's settings, if you switch your set-top off, any TV that is attached to your set-top's POWER OUTLET may also turn off. For more details, see page 36.

# OPERATING YOUR SET-TOP (cont.)

## Lightning storms

Disconnect your set-top's power cord during lightning storms. A lightning storm may affect your set-top, if it is on during the storm. It may appear that it has stopped working, but you can easily restore its operation as follows:

Unplug your set-top's power cord from the wall AC outlet. Then plug this power cord in again at the wall AC outlet (and, if there is a switch by this outlet, switch it to its ON position).

## Using your remote control

Your cable TV service-provider determines the digital channels, services, and screen information that you see on your TV when you use your set-top and its remote control.

Consult the information supplied by your cable service-provider for details on how to make the most of the digital cable services. Also read the operating instructions that are supplied with your remote control.

## Displaying a picture on your HDTV screen

If your set-top is connected to your HDTV's component video or HDMI input and is turned on (the **POWER** light is green), but your HDTV does not initially display a picture from your set-top, your HDTV may not support your set-top's current output resolution (for further details on resolutions, see page 25). You therefore need to change your set-top's output resolution as follows:

1. First press the **POWER** button on your remote control (**POWER** light goes red), then press the **MENU** button.
2. Next, press the **ZOOM** button on your remote control (the button could be labeled **ASPECT**) until a picture appears. Each button-press changes your set-top's output resolution, which also appears on the TV screen. After a few seconds, you should see the PACE USER SETTINGS menu.
3. Press the **POWER** button to remove this menu and return to normal viewing.

*Current output resolution from your set-top (1080i, 720p, 480p, or 480i)*

# OPERATING YOUR SET-TOP (cont.)

## Using the front-panel buttons

◀, ▶, ▲, and ▼
*To move left/right/ up/down in an on-screen menu/guide*

***SELECT button***
*To select items in menus/guides*

***POWER button***
*To turn your set-top on/off*

***POWER light*** *(around button)*
*Lights green when your set-top is on; red when your set-top is off; not lighted when your set-top is disconnected from the power supply*

***front-panel display***
*Appears when your set-top is turned on*
*Shows the program channel number or the time*
*Also displays HDTV settings (see page 26)*

***RECORD light***
*Lights red to show whether one or two programs are being recorded*

***GUIDE***
*To display an on-screen guide*

***INFO***
*To display on-screen information*

***MENU***
*To display on-screen menus*

***Resolution lights***
*Relevant one lights up to show the resolution of the picture (for live program or play-back program)*

***BYPASS light***
*Lights when RF Bypass is on*

***MESSAGE light***
*Lights when there is a unread message and when you make User Settings*

***IR RECEIVE light***
*Lights when your set-top is receiving a signal from your remote control*

## Using your set-top's DVR (digital video recorder) functions

Your set-top has an internal hard disk that you can use to record and play back television programs, giving you much more control of your viewing experience. For example, you can pause live television and resume viewing from the point at which you left off. You can record many more hours than you can by using a VCR or DVD recorder. There are red lights on your set-top's front panel to show when recording is taking place.
With your set-top you can:

- pause live TV;
- instantly replay live TV;
- fast-forward up to the point of live TV;
- watch a scene in slow motion;
- rewind through a program you have been watching;
- record high definition digital pictures (as well as the regular standard definition);
- record one program while watching another;
- record two programs while watching a previously recorded program;
- schedule your set-top to record a program or a whole series;
- fully manage your stored recordings;
- back up your digital recordings to a VCR or DVD recorder;
- retain full control over any parental viewing restrictions you have set up.

You control your set-top's DVR functions using your remote control; consult the information supplied by your cable service-provider for more details. Also read the operating instructions that are supplied with your remote control.

**NOTES**

The exact functionality of the DVR in your set-top depends on your on-screen program guide. For more details, consult the information supplied by your cable service-provider.

Do not confuse recording to the hard disk with recording to a separate VCR or DVD recorder, as mentioned on page 20.

The DVR functions will not work if your set-top becomes overheated. The internal hard disk will be temporarily disabled. Refer to the set-top's ventilation requirements on page 4.

# OPERATING YOUR SET-TOP (cont.)

## Using an external hard disk

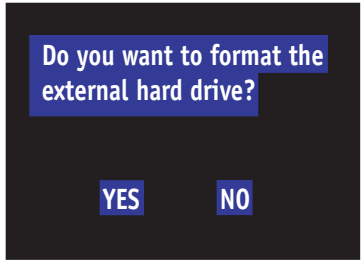
Your cable service-provider may enable a feature that allows an external hard disk to work with your set-top. If this is the case, most major brands of serial ATA hard disk, connected to the SATA port, are supported.
You must not connect an external hard disk to the USB port, or to a 1394 port.

If you do use an external hard disk, it gives extra recording capacity, but you cannot choose which disk (internal or external) your set-top will record onto. It automatically chooses the one with more empty space. The recordings on the external hard disk are uniquely linked to the set-top on which they were made, so you cannot play them back or delete them with a different set-top.

### Connecting an external hard disk

1. Stop any recording you are making to your set-top's internal hard disk.
2. Turn off your set-top with the **POWER** button and then wait 60 seconds before disconnecting it from the wall AC socket. (You must not "hot plug" an external hard disk.)
3. Connect the external hard disk, using an appropriate cable, to the SATA connector on your set-top.
4. Apply power to the external hard disk.
5. Reconnect your set-top to the wall AC socket and turn it on with the **POWER** button.

   If the external disk needs formatting, your set-top informs you by displaying a pop-up dialog box on your TV screen (see right).
6. Use the **arrow** and **SELECT** buttons to select YES, and the formatting begins.



## Using RF Bypass

You can use the RF Bypass feature to watch the regular (analog) channels that are included in the cable service. It makes these channels "bypass" your set-top and pass directly to your TV and/or VCR. You may wish to do this if you want to record a different channel on a VCR or DVD recorder.

**To use RF Bypass:**

- Your set-top must be installed with the correct connections from the rear panel to your TV or VCR (see the note, right); and
- The RF Bypass feature must be on (you may need to set it to "On" in the Setup menu; see page 36).

A BYPASS light on your set-top's front panel lights up green if RF Bypass is on. Your remote control may have a button that allows you to turn Bypass on and off.

For you to start using RF Bypass, your set-top must be turned on. However, once set, RF Bypass works even if you turn your set-top off.

**When RF Bypass is on:** you can use your TV's remote control to tune to any of the available regular (analog) channels and watch that channel on your TV (the path is the RF cable). You can, at the same time, use your set-top's composite video and L and R audio outputs to record on your VCR the channel that your set-top is tuned to. (This channel number is shown on your set-top's front panel.*) This means that, when the Bypass is on, you can watch a regular (analog) channel on your TV and, at the same time, record a **digital** channel on your VCR. (If you are recording on the hard disk, you can record two different programs on it, while watching an analog channel on the bypass.)

**When RF Bypass is off:** you see on your TV the channel that your set-top is tuned to. This is the **same** channel that your VCR receives. Therefore, when RF Bypass is off, you can record on your VCR only the program that you are watching on your TV (but you can still record a different one on the hard disk).

**NOTE**

If you are not sure whether your set-top has been set up to allow RF Bypass, check your installation. If there is a cable (RF cable) going from the TO TV connector on your set-top's rear panel to your TV (or to your VCR and TV, as shown by the dashed line on pages 12 and 13), then RF Bypass is correctly set up. Your TV and VCR also need to have been tuned to your set-top's VHF output channel (3 or 4, depending on your location).

**NOTE**

* If the "Front LED Display" (see page 36) is set to "Current Time", you will not see the channel number. To see the number of the channel your set-top is tuned to, you must set "Front LED Display" to "Current Channel".

# OPERATING YOUR SET-TOP (cont.)

## Using Zoom to change the picture

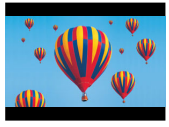
Making the appropriate TV Aspect Ratio and TV Display Capability settings (see pages 24 through 29) should ensure that the picture on your TV screen is not distorted (stretched or squashed) and that it fills as much of the screen as possible.

However, even if you have selected the correct settings, there may be times when a program appears with black borders either at the top and bottom or at the sides of the picture (or sometimes even all the way round the picture). This happens because the aspect ratio (shape) of the **transmitted program** does not match the aspect ratio of your HDTV, or because the transmitted programme includes black borders as part of the transmission (see right).

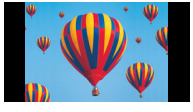
Your remote control should have a "zoom function" button (could be labeled ZOOM or ASPECT), which you can use to change the TV picture until it appears as you want it to.

1. Press the "zoom function" button once to change the display.
2. Press it again to change the display again. Continue to press it in this way until the picture appears as you want it to.

Note: The effect that this button has on transmissions depends on the transmission itself. On some transmissions it may have no effect at all.



*A 4:3* ***transmission****, with a 16:9 picture. Dark bars are added at the top and bottom of the transmission*



*A 16:9* ***transmission,*** *with a 4:3 picture in it. Dark bars are added at the sides of the transmission*

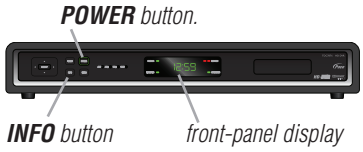
# SETTING UP SUBTITLES

## About Subtitles

Subtitles in various languages may be transmitted with TV programs. You can set up your set-top to display subtitles, when they are available. You can also set your preferred language for these subtitles. There is a choice of several languages, including English.

If you set subtitles to be “on”, they will be displayed in the preferred language only when subtitles in that language are transmitted with a program. For example, if you set subtitles to be “on” and in Spanish, but only French subtitles are transmitted with a particular program, you will see French subtitles for that program, not Spanish.

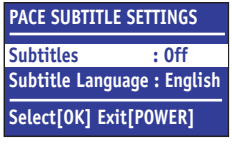
Note: You can also turn on closed captions (see page 30) to give subtitles, but any subtitles you set up using this PACE SUBTITLE SETTINGS menu will take priority.




### Selecting subtitles in your preferred language

1. Make sure that your set-top is turned on (the **POWER** light is green).
2. Press the **POWER** button on your set-top (the **POWER** light goes red), then press the **INFO** button.

   “oFF” (indicating that subtitles are currently set to be off) or “on” (indicating that subtitles are currently set to be on) appears on the front-panel display and the PACE SUBTITLE SETTINGS menu appears on the TV screen (see right).




3. Press ▲ or ▼ to highlight “Subtitles”, then press **SELECT** to turn them on or off.
4. Press ▲ or ▼ to highlight “Subtitle Language”, then use the **SELECT** button to choose the language you want (the language changes each time you press **SELECT**).

   A three-letter abbreviation for the language appears on the front-panel display while you do this.

5. When you have finished making changes, press the **POWER** button to remove the PACE SUBTITLE SETTINGS menu and return to normal viewing.

# MAKING USER SETTINGS

## About User Settings

Your installer should have made the correct settings so that your set-top is compatible with your HDTV or TV. However, you may wish to change some settings, for example if you purchase a new HDTV. You can make the following settings and you can also reset them to the factory defaults.

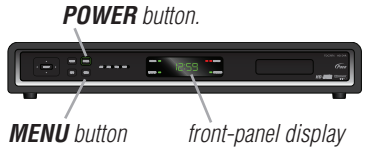
- TV Aspect Ratio (the screen's width-to-height ratio, or shape)
- TV Display Capability (screen resolution)
- Auto Pillarbox
- Closed Captions
- Front Panel Settings
- Hard Disk Sleep Mode (for energy saving)
- HDMI Settings

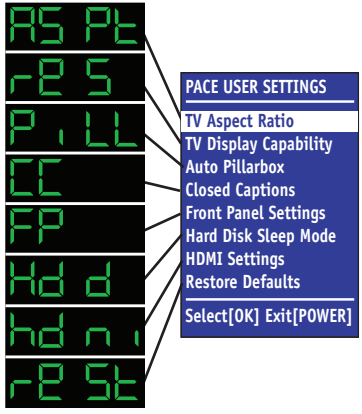
You use the buttons ***on the front panel*** of your set-top to make the settings and you can see them on the front-panel display. You can also look at on-screen menus, but note that, until your set-top has been set up to match the display capability of your TV (see page 16), these menus may not be visible.

### Putting your set-top into User Settings mode

1. Make sure that your set-top is turned on (the **POWER** light is green).
2. Press the **POWER** button on your set-top (the **POWER** light goes red), then press the **MENU** button.

   "ASPt" (or another of the 8 "words" shown right) should then appear on the front-panel display. If it does not appear, press the **MENU** button again. You should see the PACE USER SETTINGS menu on your TV screen.
3. When you have finished making changes (see pages 24 to 33), press the **POWER** button to remove the PACE USER SETTINGS menu and return to normal viewing.





# MAKING USER SETTINGS (cont.)

## About the TV Aspect Ratio

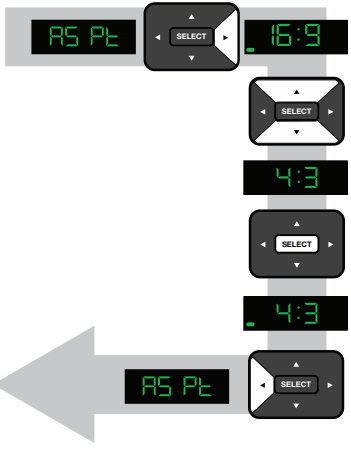
The TV that you have connected to your set-top has an aspect ratio (width-to-height ratio) of 4:3 (basic/standard) or 16:9 (widescreen). You must set the appropriate TV Aspect Ratio (4:3 or 16:9) on your set-top, so that it is compatible with your TV.

*4:3 standard TV, EDTV or HDTV*

*16:9 HDTV*

### Setting the TV Aspect Ratio

The flow diagram (right) shows how you use the **arrow** and **SELECT** buttons on your set-top's front panel to change the display and make the settings. See also the instructions below.




If you have not done so already, put your set-top into User Settings mode, as described on page 23.

1. Press the ▲ or ▼ button until the front panel shows "ASPt".
2. Press the ▶ button.
   The current TV Aspect Ratio setting ("4:3" or "16:9") appears on the front panel. Whenever the current setting is displayed, the MESSAGE light will be lighted. You may also see the menu, shown below, on your TV screen. In the menu, the current setting has **>** in front of it.

| TV Aspect Ratio |
| --- |
| 4:3 |
| >16:9 |

3. Press the ▲ or ▼ button until the TV Aspect Ratio you want appears on the front panel.
4. Press the **SELECT** button to confirm your choice and change to that TV Aspect Ratio.
5. Press the ◀ button. The front panel will display "ASPt" again.

To continue making the settings, see the next section.

# MAKING USER SETTINGS (cont.)

## About TV Display Capability (resolution settings)

- **Your set-top** can transmit pictures to your TV in a range of resolutions (also called "Display Capabilities" - see below for the settings available). Generally, higher screen resolutions give better quality pictures. However, the quality always depends on how the program was originally transmitted.
- **Different TVs** display different screen resolutions. For example, standard TVs display "480i", EDTVs (Enhanced Definition TVs) display "480p", and most HDTVs display "1080i" or "720p". Many HDTVs will display at more than one resolution. For more information, see the information supplied with your HDTV. See also the note, right.

You may need to make appropriate TV Display Capability settings on your set-top, so that it is compatible with your TV. See the next page for full instructions.

In order to display the best picture every time, you must select **every** resolution that your TV is capable of displaying. This ensures that programs are displayed with minimum distortion.

There is a green **HDTV** light on your set-top's front panel that lights when your set-top is handling a high-definition signal (a live program or one you are playing back).

### TV Display Capability settings

- **480i** is standard definition NTSC and is transmitted in a 4:3 aspect ratio (see right).
- **480p** is enhanced digital TV and can be transmitted in either a 4:3 or 16:9 aspect ratio.
- **720p** and **1080i** are HDTV and are transmitted in a 16:9 aspect ratio (see right).

*480i transmission: The aspect ratio is 4:3*

*1080i transmission: The aspect ratio is 16:9*

**NOTE**

When your HDTV and set-top are connected by an HDMI connector, your set-top gets information from your HDTV about the HDTV's display capability. Your set-top uses this information to adjust its TV Display Capability settings.

Your set-top also records your HDTV's ID (identification), so that only one HDTV is supported at any one time. When your HDTV has updated your set-top's TV Display Capability settings, you may change them if you wish. Your changes will then be stored with the ID.

You can restore your set-top's TV Display Capability settings to their factory values, as described on page 34. You can also restore your set-top to the settings that your HDTV has passed to your set-top. To do this you must first restore the factory settings while the HDMI cable is disconnected from your set-top, then reconnect your HDTV via the HDMI cable.

# MAKING USER SETTINGS (cont.)

### Changing the TV Display Capability

The flow diagram on page 27 shows how you use the **arrow** and **SELECT** buttons on your set-top's front panel to change the display and make the settings. See also the instructions below.

If you have not already done so, put your set-top into User Settings mode, as described on page 23.

1. Press the ▲ or ▼ button until the front panel shows "reS" (short for resolution). On the PACE USER SETTINGS menu, TV Display Capability is highlighted when "reS" is on the front panel.
   The available resolutions are: 1080i, 720p, 480p, and 480i. (See pages 25 and 27 for more information about these.)
2. Press the ▶ button when you see "reS" on the front panel.
   The front panel shows the TV display capability that was last selected, so it could show 480i, 480P, 720P, or 1080i (this final setting is displayed as 1080). The TV Display Capability menu, shown right, appears on your TV screen.
3. Press the ▲ or ▼ button to highlight each resolution in turn on the menu and, for each one, press the **SELECT** button if you wish to change the setting (the setting changes between "YES" and "NO" each time you press **SELECT**).

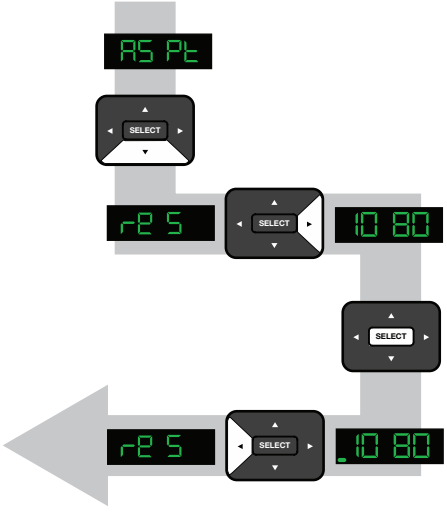
   **If, at any stage in this process, the menu disappears from the screen, immediately press the SELECT button to restore the menu.**
4. When you are satisfied that all the TV resolutions are correct, press the ◀ button. The front panel shows "reS" again and the PACE USER SETTINGS menu reappears.

To continue making the settings, see page 28.

*If the highlighted resolution is currently set, the MESSAGE light is lighted and YES is on the menu*

| TV Display Capability | | |
|---|---|---|
| 1080i | : | YES |
| 720p | : | NO |
| 480p | : | YES |
| 480i | : | YES |

# MAKING USER SETTINGS (cont.)




*This diagram shows an example only. Please make sure that, for **each** resolution, you select the correct setting (YES or NO) that applies to your TV.*

| TV Display Capability | | |
|---|---|---|
| 1080i | : | NO |
| 720p | : | NO |
| 480p | : | YES |
| 480i | : | YES |

*The on-screen menu shows the selected setting.*

| TV Display Capability | | |
|---|---|---|
| 1080i | : | YES |
| 720p | : | NO |
| 480p | : | YES |
| 480i | : | YES |

**Further information about the TV Display Capability**

The TV Display Capability settings relate to equipment that is connected to the HDMI and COMPONENT VIDEO OUT connectors because the settings control the output at those connectors. If equipment is connected via an HDMI cable, that equipment may also pass information back to your set-top, which may affect what settings are available.

Generally, the TV Display Capability settings do not affect equipment connected to the VIDEO OUT connector, because the output at this connector is always standard definition 480i.

# MAKING USER SETTINGS (cont.)

## Setting Auto Pillarbox

If your TV is a 16:9 TV that does not automatically detect 4:3 transmissions (and therefore does not add black bars to the sides of the picture), then 4:3 transmissions ***may*** display "stretched" to fit the 16:9 screen. If you do not want this effect, you can set your set-top to add black bars to the 4:3 picture, so that it is transmitted to your TV at a 16:9 aspect ratio. See the example below.

*4:3 transmission*

*16:9 TV with no automatic detection of 4:3, Auto-pillarbox switched off*

*16:9 TV with no automatic detection of 4:3, Auto-pillarbox switched on*

### Changing the Auto Pillarbox setting

If you have not done so already, put your set-top into User Settings mode, as described on page 23.

1. Press the ▲ or ▼ button until the front panel shows "PiLL".
   On the PACE USER SETTINGS menu, Auto Pillarbox is highlighted when "PiLL" is on the front panel.
2. Press the ▶ button.
   The Auto Pillarbox menu appears on your TV screen. The current Auto Pillarbox setting ("YeS" = switched on, or "no" = switched off) is displayed on the front panel.

*> shows current setting, as does a lighted MESSAGE light*

# MAKING USER SETTINGS (cont.)

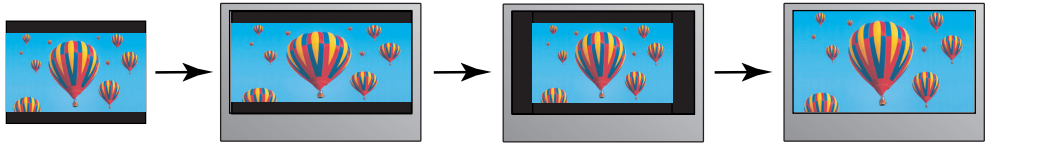
3. If you want to change the setting, press ▲ or ▼. Press the **SELECT** button to confirm the choice and change to the new setting.
4. Press the ◀ button. The front panel shows “PiLL” again and the PACE USER SETTINGS menu reappears.

To continue making the settings, see the next section.

**NOTE**

**16:9 picture in a 4:3 transmission**

Sometimes, 4:3 transmissions may contain a 16:9 picture, with black borders at the top and bottom. On a 16:9 TV, this may display with black borders all the way around the picture. To remove these borders, you can use the “Zoom function” button on your remote control (could be labeled ZOOM or ASPECT).
See the example below. For more information about using “Zoom”, see page 21.



*4:3 transmission*

*16:9 TV with no automatic detection of 4:3, Auto-pillarbox switched off*

*16:9 TV with no automatic detection of 4:3, Auto-pillarbox switched on*

*Use 'Zoom' to increase the picture size. (Note: the picture may lose some definition due to the expansion.)*

# MAKING USER SETTINGS (cont.)

## Making Closed Caption Settings

Closed captioning is a means of displaying alerts and subtitles on your TV screen, superimposed on whatever you are watching. You can turn closed captions on or off, as required, and you can also change the closed captions' appearance.

### Turning closed captions on or off

If you have not done so already, put your set-top into User Settings mode, as described on page 23.

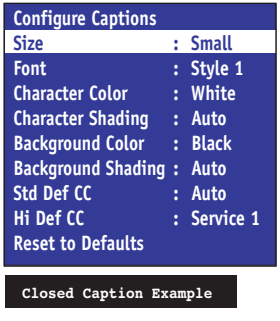
1. Press the ▲ or ▼ button until the front panel shows "CC".
   On the PACE USER SETTINGS menu, Closed Captions is highlighted when "CC" is on the front panel.
2. Press the ▶ button. The Closed Captions menu appears on your TV screen, see right.
   The current Closed Captions (CC) setting, either "ON" or "OFF" is highlighted on the menu.
3. If you want to change the setting, press the **SELECT** button - the setting changes.
4. Press the ◀ button. The front panel shows "CC" again and the PACE USER SETTINGS menu reappears.

To continue making the settings, see the next section.

### Changing the closed captions' appearance

If you want to change the closed captions' appearance, you can see the effect of your settings by looking at the example below the menu.

1. On the Closed Captions menu (see above), press the ▼ button to highlight "Configure Captions", then press **SELECT**. The Configure Captions menu appears (see right).
2. Use the ▲ and ▼ arrows to highlight each option in turn. Use the **SELECT** button to choose the setting you want (the setting changes each time you press **SELECT**).



# MAKING USER SETTINGS (cont.)

3 If you wish to reset all the Closed Caption settings to their default values (mainly Auto), press the ▼ button to highlight “Reset to Defaults” on the menu, then press **SELECT**.

4. When you have made all the changes you want, press ◀ twice to redisplay the PACE USER SETTINGS menu.

## Making Front-Panel Settings

You can use the Front Panel Settings menu to set the brightness level of the front-panel lights (but not the **POWER** light) when your set-top is being used (“Viewing Brightness”) and when it is switched off (“Standby Brightness”).

In the front panel of your set-top is an IR (infrared) receiver, which reacts when you press buttons on your remote control. You can use the Front Panel Settings menu to turn this IR receiver off. Generally, you should leave it set to “On”, but you may wish to turn it off if you have a plasma HDTV that causes interference with your remote control.

If you turn it off but still wish to control your set-top by remote control, you must connect a “remote eye” (IR tether) to the IR RECEIVE connector on your set-top’s rear panel and place the remote eye away from your HDTV. If you have no remote eye, and “IR Receiver” is set to “Off”, the only way to control your set-top is to use the front-panel buttons.

If you have not done so already, put your set-top into User Settings mode, as described on page 23.

1. Press the ▲ or ▼ button until the front panel shows “FP”.
   On the PACE USER SETTINGS menu, Front Panel Settings is highlighted when “FP” is on the front panel.
2. Press the ▶ button. The Front Panel Settings menu, shown right, appears on your TV screen.
3. Press the ▲ or ▼ button to highlight “Standby Brightness” and “Viewing Brightness” in turn, as required.
4. For each level, use the **SELECT** button to choose the setting you want: “Low”, “Std” (Standard), or “High” (the setting changes each time you press **SELECT**). Look at the dimming and brightening of the front-panel lights while you are making the settings, to see the effect of your selections.

| Front Panel Settings | |
|---|---|
| Standby Brightness | : Std |
| Viewing Brightness | : High |
| IR Receiver | : On |

# MAKING USER SETTINGS (cont.)

5. If you wish to turn off the IR Receiver, press the ▲ or ▼ button to highlight "IR Receiver" on the menu, then press **SELECT** to change the setting to "Off".
   Note that if you do this, you will then have to use the set-top's front-panel buttons (or a remote eye) to control your set-top and make any further settings.
6. When you have made all the changes you want, press ◀ to redisplay the PACE USER SETTINGS menu.

## Setting Hard Disk Sleep Mode

If your set-top is in Hard Disk (Hdd) Sleep Mode, the internal hard disk (and any attached external hard disk) will receive no power when you switch off your set-top (that is, when the front-panel **POWER** light is red and the set-top is in standby). This is an energy-saving feature.

If you have set up your set-top to make recordings, the set-top and hard disk switches on to allow those recordings to be made, even if this "Standby Sleep Mode" feature is on (set to "YES"). However, it takes a little more time to do so, compared with having Standby Sleep Mode off (set to "NO").

1. If you have not done so already, put your set-top into User Settings mode, as described on page 23.
   Then press the ▲ or ▼ button until the front panel shows "Hdd", as shown right.
2. Press the ▶ button.
   The current Standby Sleep Mode setting ("YeS" = switched on, or "no" = switched off) is displayed on the front panel and the Standby Sleep Mode menu appears (see right).
3. If you want to change the setting, press ▲ or ▼. Press the **SELECT** button to confirm the choice and change to the new setting.
4. Press the ◀ button. The front panel shows "Hdd" again.
5. When you have made all the changes you want, press ◀ to redisplay the PACE USER SETTINGS menu.

| Standby Sleep Mode |
| --- |
| >YES |
| NO |

*> shows current setting, as does a lighted MESSAGE light*

# MAKING USER SETTINGS (cont.)

## Making HDMI Settings

You can use the HDMI Settings menu to choose an Audio Output Mode, and to enable or disable automatic detection of a newly connected HDTV (if it is connected by an HDMI cable).

1. If you have not done so already, put your set-top into User Settings mode, as described on page 23. Then press the ▲ or ▼ button until the front panel shows “hdni”, as shown right.
2. Press the ▶ button.
   The HDMI Settings menu appears (see right).
3. Press the ▲ or ▼ button to highlight “Audio Output Mode” or “Disable Auto Detect” as required.
4. Use the **SELECT** button to choose the setting you want (the setting changes each time you press **SELECT**).

   Audio Output Mode has three possible settings:

   “Auto” (provides the audio format best suited to the connected equipment)

   “L-PCM” (provides PCM audio only)

   “Pass Through” (does not change the audio format)

   Disable Auto Detect is either “YES” or “NO”.
5. When you have made all the changes you want, press ◀ to redisplay the PACE USER SETTINGS menu.

| HDMI Settings |
| --- |
| Audio Output Mode : Auto |
| Disable Auto Detect : NO |

## Removing the User Settings menus

When you have finished making all the user settings you wish to make, press the **POWER** button to remove the PACE USER SETTINGS menu and return to normal viewing.

# MAKING USER SETTINGS (cont.)

## Restoring the factory default settings

If you wish, you can restore the user settings and subtitle settings to their factory defaults. All the changes you have made will be lost and the settings will revert to those that were programmed in the factory. The factory settings are:

| USER/SUBTITLE SETTINGS menu item | Options | Factory default setting |
|---|---|---|
| TV Aspect Ratio | – | 16:9 |
| TV Display Capability | 1080i<br>720p<br>480p<br>480i | Yes<br>No<br>Yes<br>Yes |
| Auto Pillarbox | – | No |
| Closed Captions | – | Off |
| Configure Captions | Various | All Auto except Hi Def CC, which is Service 1 |
| Front Panel Settings | Standby Brightness<br>Viewing Brightness<br>IR Receiver | Std<br>High<br>On |
| Hard Disk Sleep Mode (Standby Sleep Mode) | – | Yes |
| HDMI Settings | Audio Output Mode<br>Disable Auto Detect | Auto<br>No |
| Subtitles | – | Off |
| Subtitle Language | – | English |

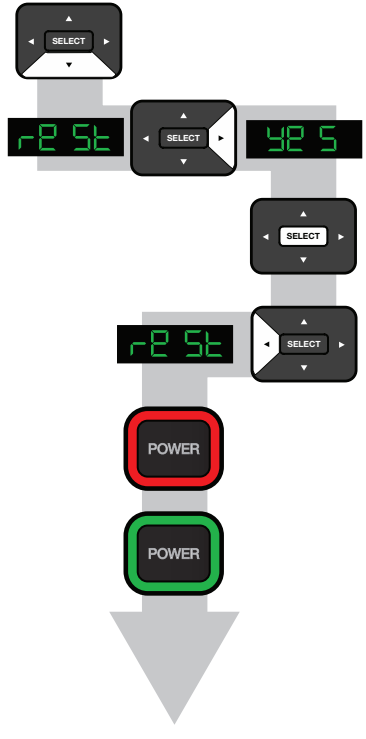
To restore the factory default settings, follow the instructions on page 35.

# MAKING USER SETTINGS (cont.)

If you have not done so already, put your set-top into User Settings mode, as described on page 23.

The flow diagram on the right shows how you use the **arrow**, **SELECT**, and **POWER** buttons on your set-top's front panel to change the display and make the settings. See also the instructions below.

1. Press the ▼ button until the front panel shows "reSt" (short for "**rest**ore factory settings"), as shown right, and Restore Defaults is highlighted on the PACE USER SETTINGS menu.
2. Press the ▶ button.
   "YeS" appears on your set-top's front panel and the message: "Restore Default. Press OK to confirm" appears on your TV screen. (If, at this stage, you no longer wish to restore the factory settings, press the ◀ button.)
3. To confirm and restore the factory settings, press the **SELECT** button.
   The factory settings are restored, and the PACE USER SETTINGS menu reappears.
4. If you want to continue changing the settings, see the sections from page 23 onwards. If you have finished changing the settings, press the **POWER** button. Your set-top then switches on with the restored settings.




**NOTES**

If your set-top and HDTV are connected via a standard HDMI cable, your HDTV may pass information about the required settings back to your set-top (see page 25). If you wish to restore your set-top's settings to those created by your HDTV, you must disconnect the HDMI cable from your set-top before you restore the factory default settings. When you reconnect your HDTV to your set-top via the HDMI cable, your HDTV will pass back the information again.

**Always turn off your set-top, wait 60 seconds, then disconnect your set-top from the wall AC outlet before you connect or disconnect any other equipment to or from its rear panel.**

# USING THE SETUP MENUS

In addition to the user settings described on pages 23 through 35, setup menus may be available in your on-screen guide. These should be described in the information provided by your service-provider. There may also be on-screen information to explain these menus.

However, certain settings may affect how your set-top and TV work. See the table below for information about typical menu items and settings (they depend on which on-screen guide is running on your set-top, so may vary from those given below).

| Item | Options | Settings | Notes |
|---|---|---|---|
| Cable Box Setup | Front LED Display | Current Time, Current Channel | If setting is “Current Time”, the time is displayed on the front panel when your set-top is switched on. If setting is “Current Channel”, the **program** channel number is displayed. |
| | AC Outlet | Switched, Unswitched | If setting is “Switched”, the AC outlet on your set-top’s rear panel is **on** when your set-top is **on**, and **off** when your set-top is **off**, so any TV that is receiving its power from this AC outlet will therefore switch off when your set-top is turned off. If setting is “Unswitched”, the AC outlet is **always on**, so any TV that is receiving its power from this AC outlet will continue to receive power whether your set-top is on (power light green) or off (power light red). |
| | RF Bypass | Off, On | This must be “On” before you can use RF Bypass.<br>For information about RF Bypass, see page 20. |
| | Configuration | | Allows you to view the configuration of your set-top. |
| Audio | Default Audio Track | Channel Default, English, various other languages | Sets the language track that your set-top first attempts to use when tuning to a channel. “Channel Default” means your set-top uses the default audio track for the program. Selecting a language means it uses the corresponding language track, if it is available. |
| | Optimal Stereo | | Selecting this option enables your set-top to regulate the volume to minimize sudden changes in volume, for example during a commercial break. |
| | Audio Output | TV Speakers, Stereo, Advanced | If you select “Advanced”, further settings are displayed, allowing you to set the Compression (to None, Light, or Heavy) and the Stereo Output (to Mono, Stereo, or Matrix Stereo). |
| Screen position | | | This allows you to adjust how the picture displays on your TV screen. |

*Other items and options may be available on these screens. The menus may be subject to change in the future, as your set-top advances with new technology.*

# SOLVING PROBLEMS

If the installed system does not seem to be working properly, first make sure that all the cables are securely connected, then carry out the following checks, in the order shown.

| Check | Suggested solution | Further checks, if there is still a problem |
|---|---|---|
| Is anything lighted on your set-top's front panel?<br>**NO** ▶<br>**YES** ▼ | Power may not be reaching your set-top. Make sure that the power cord is properly plugged in. If there is a switch by the wall AC power outlet, switch it ON. | Check that the wall AC power outlet is working (for example, by plugging in a lamp). |
| Does your remote control operate your set-top?<br>**NO** ▶<br>**YES** ▼<br><br>See the next page | Your set-top may not be turned on.<br>Check if the **POWER** light on the front panel is green. If it is not, press the **POWER** button on the front panel to turn on your set-top. | Check that nothing is blocking the path from your remote control to the front panel.<br>Check that your remote control is currently set to operate your set-top. (Consult the instructions supplied with your remote control.)<br>Check that the IR Receiver setting on the Front Panel Settings menu is set to "On" (see page 31). If it is set to "Off", your remote control will not operate your set-top unless a "remote eye" (IR tether) has been attached to the IR RECEIVE connector on your set-top's rear panel. This may be the case if you have a plasma HDTV that causes interference with your remote control. To rectify the situation, attach a remote eye, or change the IR Receiver setting to "On".<br>If your remote control will still not operate your set-top, replace the batteries in your remote control. |

# SOLVING PROBLEMS (cont.)

| Check | Suggested solution | Further checks, if there is still a problem |
|---|---|---|
| Can you see a picture on your TV screen?<br>**NO** ▶<br>**YES**<br>▼<br>See the next page | Your TV and other equipment may not be turned on. Check that they are plugged into AC power outlets and turned on.<br><br>**Note:** If you have connected your TV to the POWER OUTLET (AC outlet) on your set-top, when you turn off your set-top, your TV may turn off automatically, if the "AC Outlet" is set to "Switched" (see page 36). You may wish to keep this feature, or you may wish to set "AC Outlet" to "Unswitched". | Check that you have selected the appropriate AV input on your TV: HDMI, component video (YPbPr), S-video, or composite video (depending on how your system is connected up).<br><br>If you are using a component video (YPbPr) connection, make sure the set-top's TV Display Capability settings are appropriate for your TV (see pages 25 through 27).<br><br>If you are using the HDMI connection, make sure the connection goes directly from your set-top to your TV. If your set-top detects that the link is not secure, your set-top will not transmit a picture (see page 11). If you expect the link to be secure, try disconnecting and reconnecting the HDMI cable. |

# SOLVING PROBLEMS (cont.)

| Check | Suggested solution | Further checks, if there is still a problem |
|---|---|---|
| Is the picture distorted or too small? **YES** ▶ <br> **NO** ▼ | Check that the TV Aspect Ratio and TV Display Capability, as set on your set-top, are appropriate for your TV (see pages 24 through 27). Change them if necessary. | If your TV is a 16:9 TV, you can use Auto Pillarbox to add black borders to 4:3 transmissions, so that the picture is not stretched (see page 28).<br>If the TV Aspect Ratio and TV Display Capability settings are correct, try using Zoom to improve the picture (see page 21) or consult the instructions that came with your TV and try adjusting your TV's display. |
| Can you display menus and guides on the screen? **NO** ▶ <br> **YES** ▼ | If your TV is connected to the VIDEO OUT or S-VIDEO connectors, then you will see menus and guides only if the screen resolution **480i** is set to "**YES**" and **480p**, **720p,** and **1080i** are set to "**NO**". | Change the TV Display Capability resolution settings if necessary (see page 26). |
| Is there any sound? **NO** ▶ <br> **YES** ▼ | Check that the audio cables are securely and correctly connected. | Check that you have not muted the sound on your set-top and/or TV. Adjust the volume control on your set-top and/or TV. If you are using a home theater receiver, check it is set up correctly. |
| Can you hear stereo sound? **NO** ▶ <br> **YES** ▼ <br> See the next page | First check that the program is likely to have stereo sound (an old movie, for example, may not be in stereo).<br>Check the on-screen Setup Menu, Audio settings (see page 36). The Stereo Output may be set to "Mono". Change it to "Stereo". | If your TV is mono, you will hear stereo sound only if you have a stereo audio amplifier and speakers or home theater connected to your stereo VCR or set-top. |

# SOLVING PROBLEMS (cont.)

| Check | Suggested solution | Further checks, if appropriate |
|---|---|---|
| Can you see and hear a DVD that you are trying to play? **NO** ▶ <br> **YES** ▼ | Check that all the audio and video cables are securely and correctly connected, including any to a home theater receiver that you may be using to enhance the sound. | — |
| Is the picture low quality, or "fuzzy", when you are expecting to see an HDTV-quality picture? **YES** ▶ <br> **NO** ▼ | Some programs may include "copy protection" which means, if your set-top is connected to your HDTV via the component video connectors, the picture is downgraded to standard TV quality. To prevent this from happening, use an HDMI connection instead. | — |
| Can you see only regular (analog) channels but not any digital channels? **YES** ▶ <br> **NO** ▼ | The Bypass feature may be turned on (check if the BYPASS light on your set-top's front panel is lighted). If Bypass is on, turn it off (using the Setup menu, if there is one, or the appropriate button on your remote control). | — |
| Are the DVR functions working? **NO** ▶ | The internal hard disk may be temporarily disabled because the set-top has overheated. Make sure the set-top is not overheating (refer to the set-top's ventilation requirements on page 4). | — |

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